



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Verizon North Inc.
for Filing Period 10/1/2009 to 12/31/2009
Tracking Number 3177

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	5.04	4.27	4.74	4.68
B. Operator Answer Time - Information Section 730.510(a)(1)	3.32	4.10	3.06	3.49
C. Repair Office Answer Time Section 730.510(b)(1)	20.98	12.28	19.42	17.56
D. Business or Customer Service Answer Time Section 730.510(b)(1)	23.82	44.33	29.73	32.63
E. Percent of Service Installations Section 730.540(a)	91.29 %	94.47 %	93.40 %	93.05 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	98.68 %	95.35 %	97.26 %	97.10 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.20	1.02	0.98	1.07
H. Percent Repeat Trouble Reports Section 730.545(c)	17.31 %	17.63 %	16.64 %	17.19 %
I. Percent of Installation Trouble Reports Section 730.545(f)	7.82 %	7.55 %	7.41 %	7.59 %
J. Missed Repair Appointments Section 730.545(h)	53	40	50	48
K. Missed Installation Appointments Section 730.540(d)	33	34	31	33

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$11,411.53	\$790.99	\$1,961.81	\$14,164.33
B. Number of credits issued for repairs - 24-48 hours	240	83	216	539
C. Number of credits issued for repairs - 48-72 hours	49	15	47	111
D. Number of credits issued for repairs - 72-96 hours	10	2	15	27
E. Number of credits issued for repairs - 96-120 hours	15	8	14	37
F. Number of credits issued for repairs > 120 hours	6	0	0	6
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1722	1939	1975	5636
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$5,590.86	\$4,622.08	\$2,802.75	\$13,016.00
B. Number of installations after 5 business days	291	172	172	635
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	35	23	16	74
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	274	244	268	786
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$4,500.00	\$4,300.00	\$3,700.00	\$12,500.00
B. Number of customers receiving credits	91	86	74	251
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	86	21	0	107